

# ***Lessons Learned Overview***

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# What We Will Cover

- What is a Lesson Learned?
- Brief history
- The current program
- Society for Effective Lessons Learned Sharing (SELLS)
- Tools for sharing knowledge
- Future developments

# Definition

- A good work practice or innovative approach that is captured and shared to promote repeat applications
- An adverse work practice or experience that is captured and shared to avoid a recurrence

# Lessons Learned Format

**Title:**

**Date:**

**Identifier:**

**Lessons Learned Summary: \***

**Discussion of Activities: \***

**Analysis: \***

**Recommended Actions: \***

**Estimated Savings/Cost Avoidance:**

**Priority Descriptor:**

**Work / Function:**

**Hanford Functional Categories:**

**Hazard:**

**ISM Core Function:**

**Originator:**

**Contact:**

**Authorized Derivative Classifier:**

**Reviewing Official:**

**Keywords:**

**References:**

\* Key fields

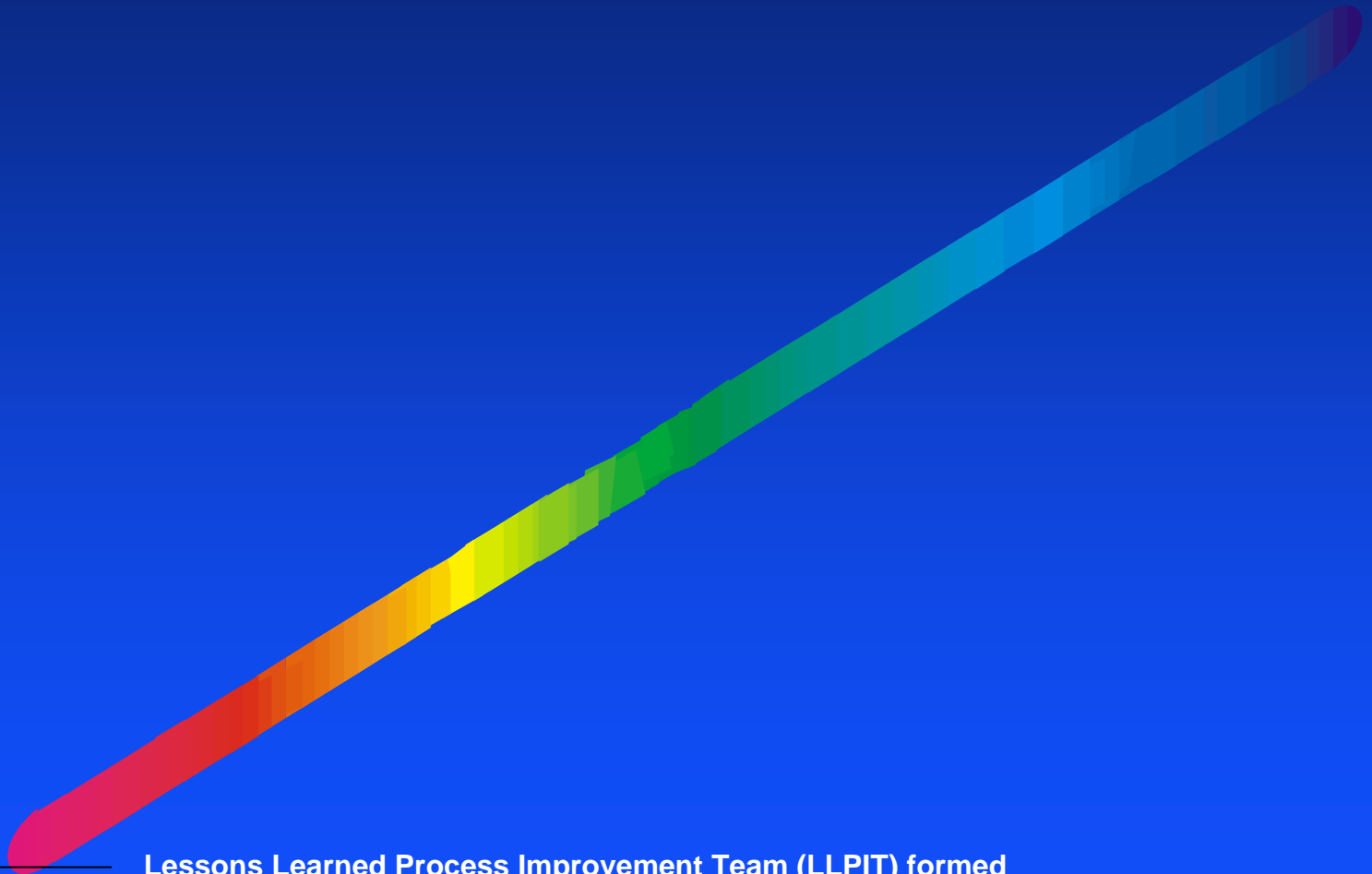
# Reasons to Share Lessons Learned

- **Safety** of our workers
- DNFSB criticism of DOE
- PAAA implications
- ISMS Feedback and Improvement
- Saving \$\$\$
- Required by a number of DOE Orders or Standards

# Time Line of Significant SELLS Events

March 1994

Lessons Learned Process Improvement Team (LLPIT) formed



# Time Line of Significant SELLS Events



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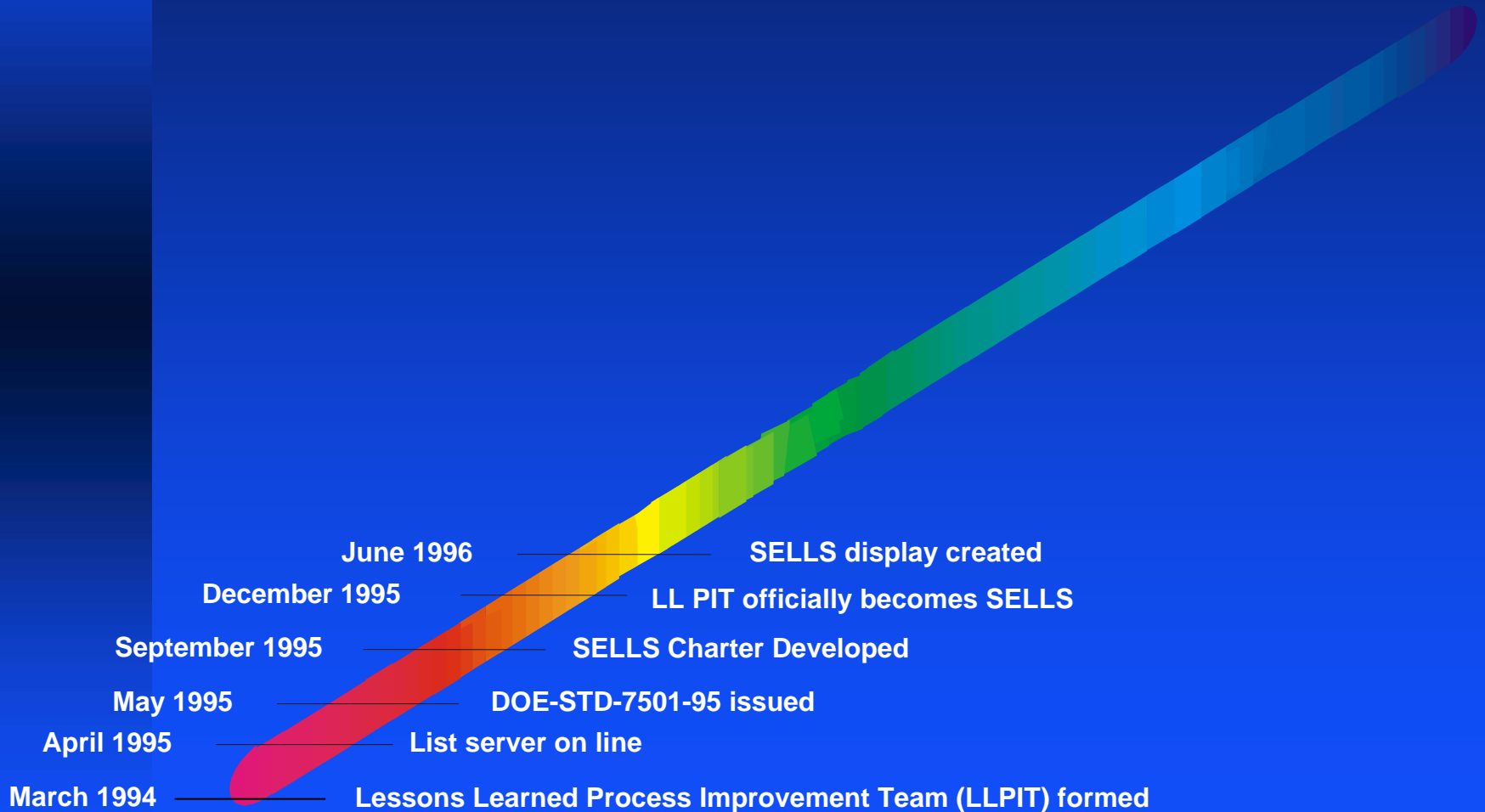
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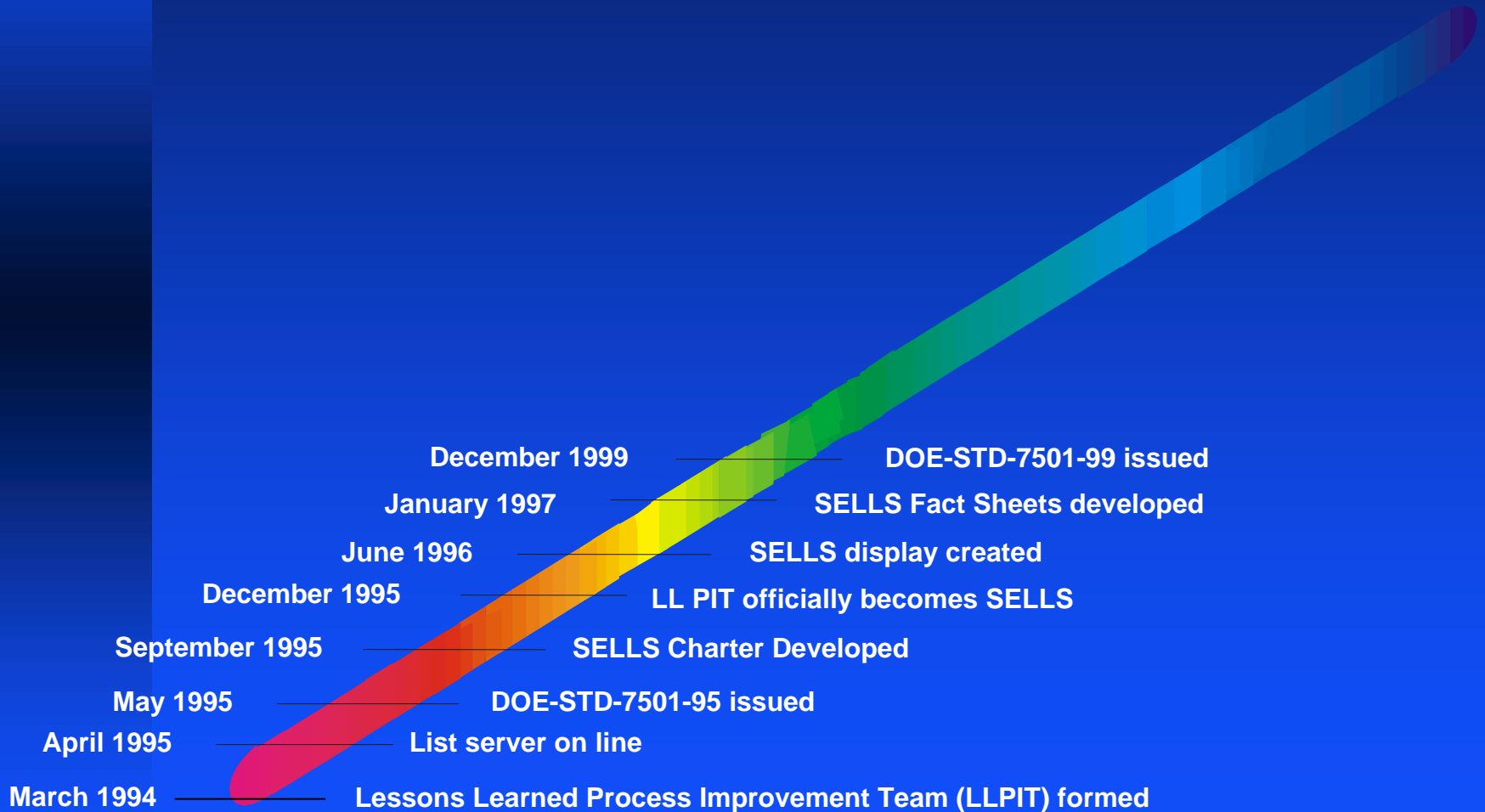
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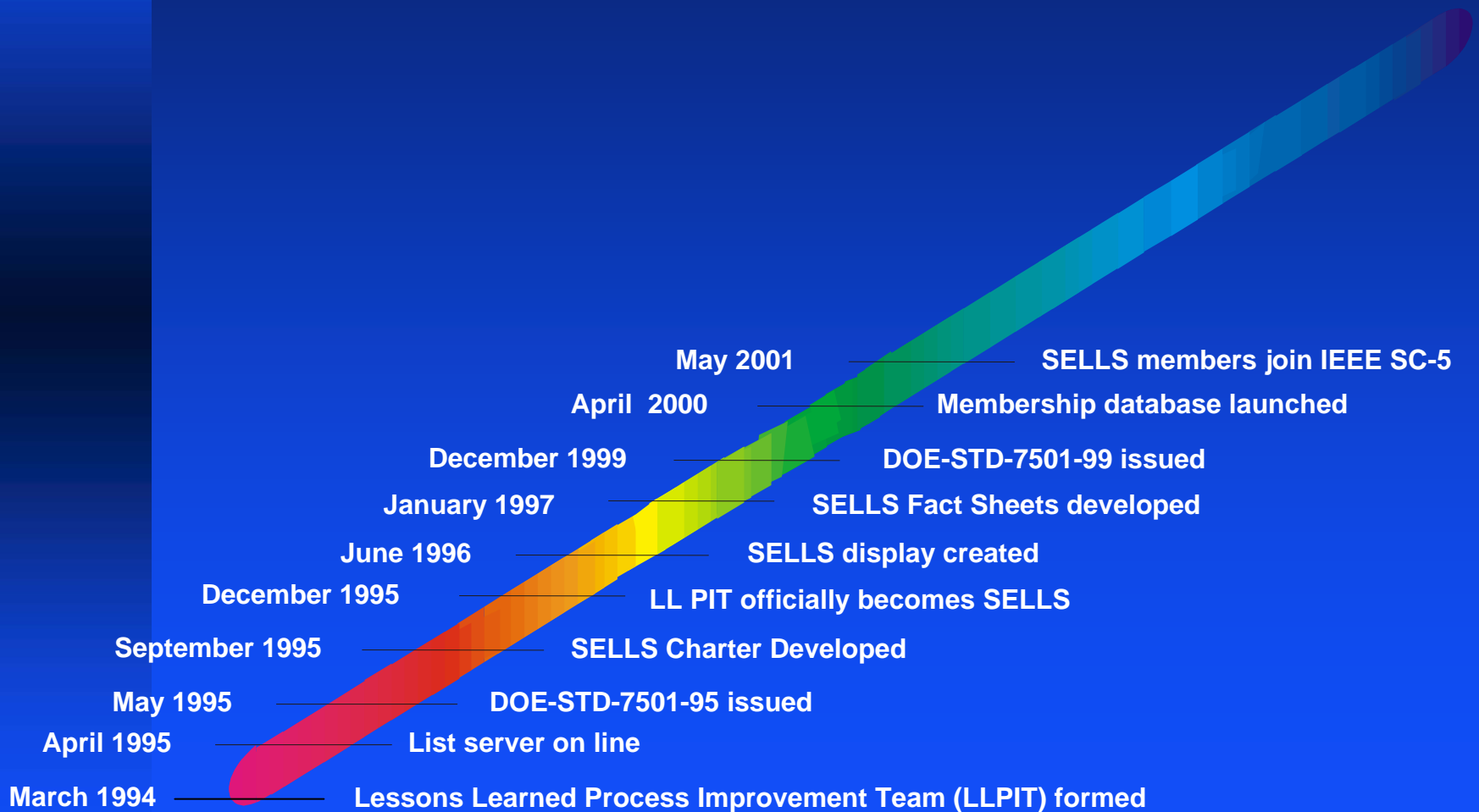
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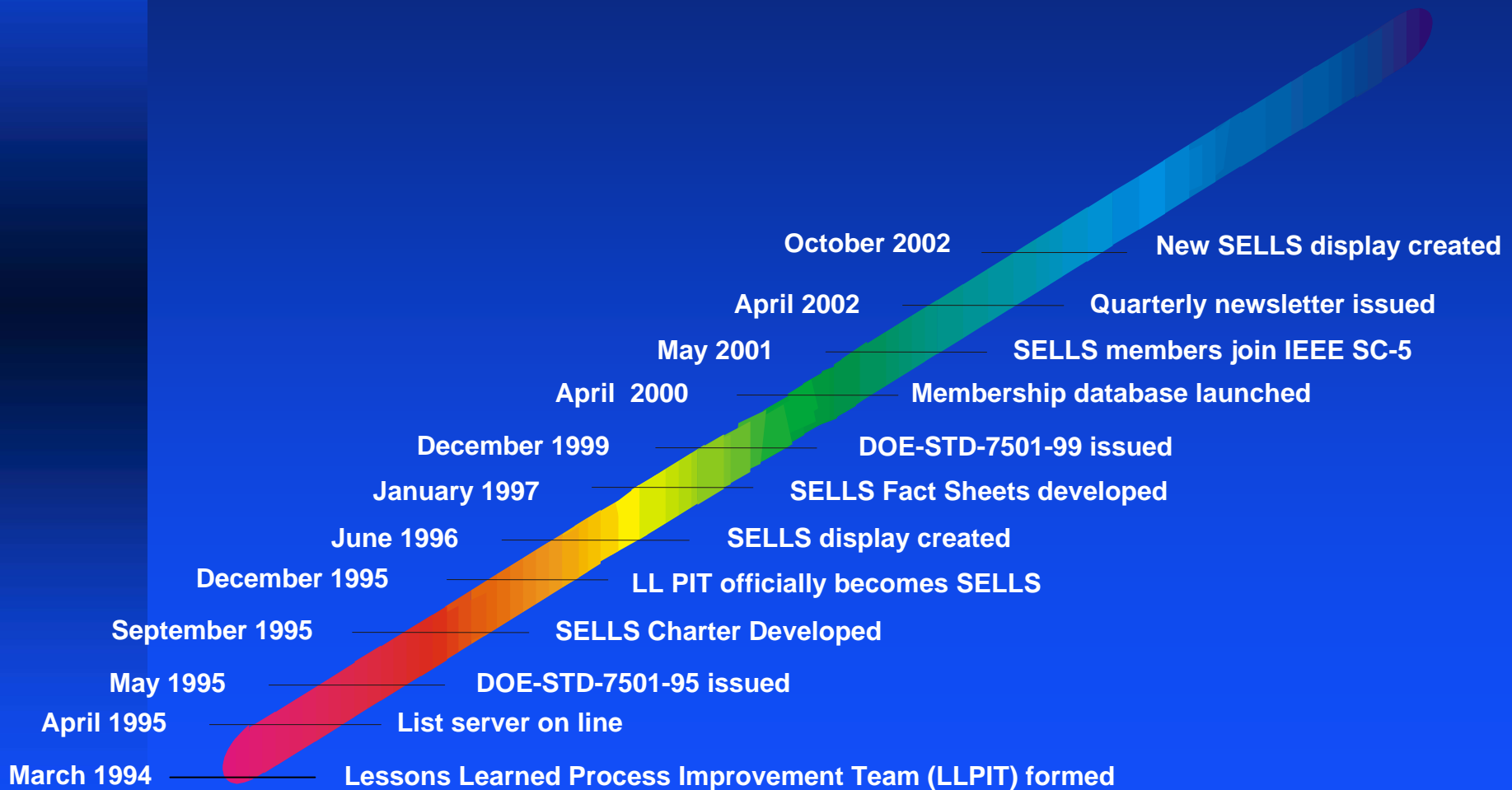


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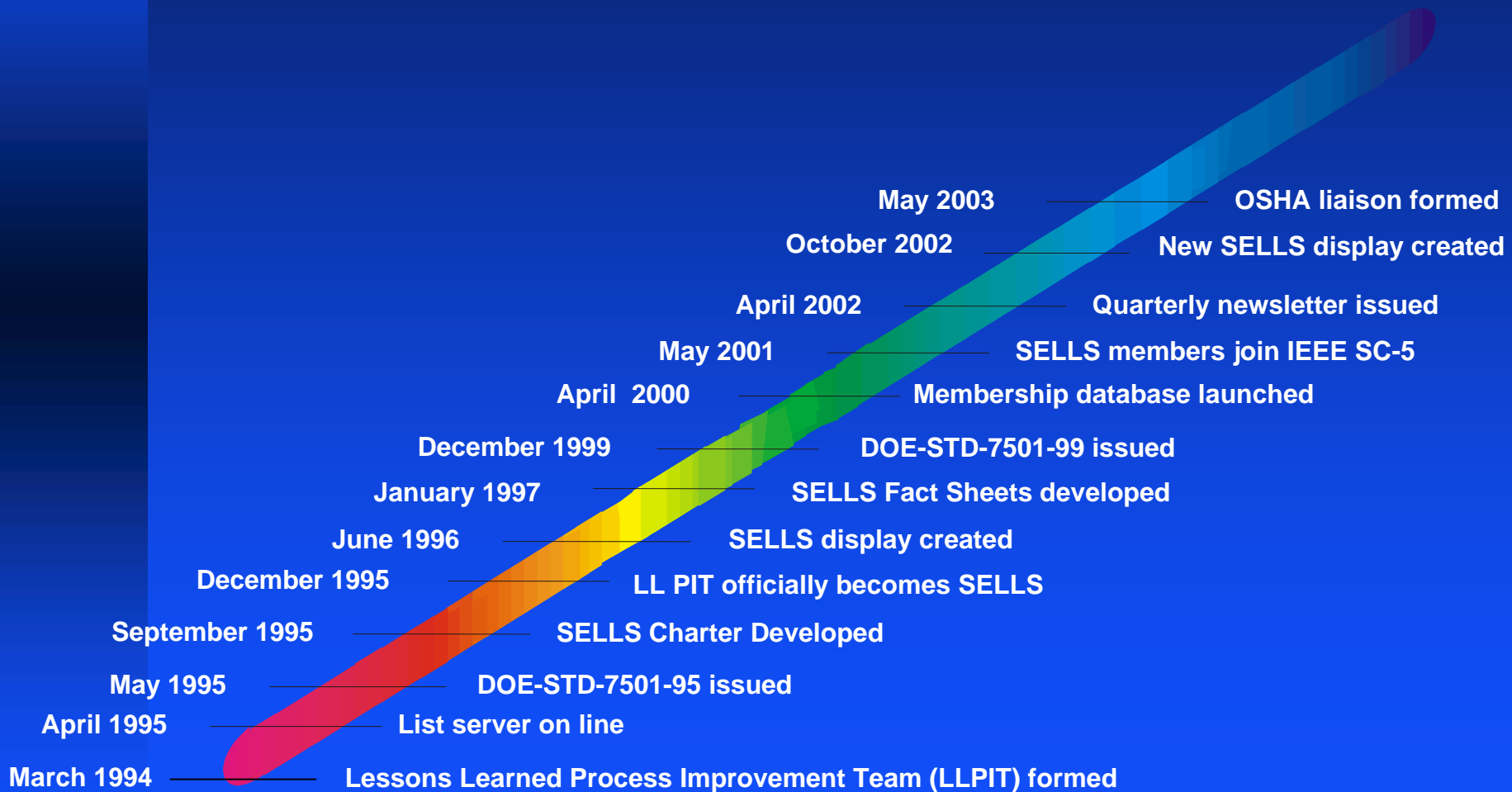




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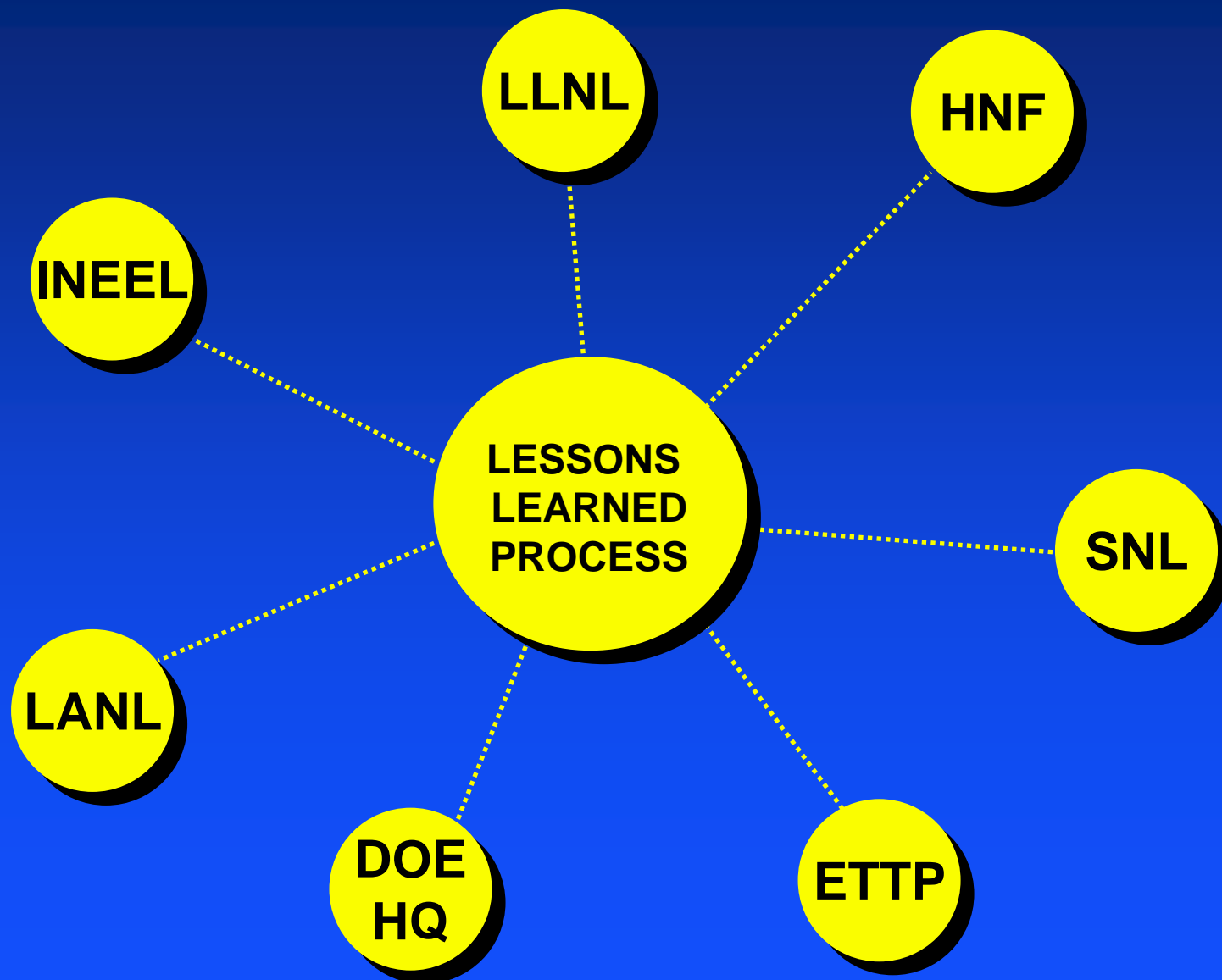
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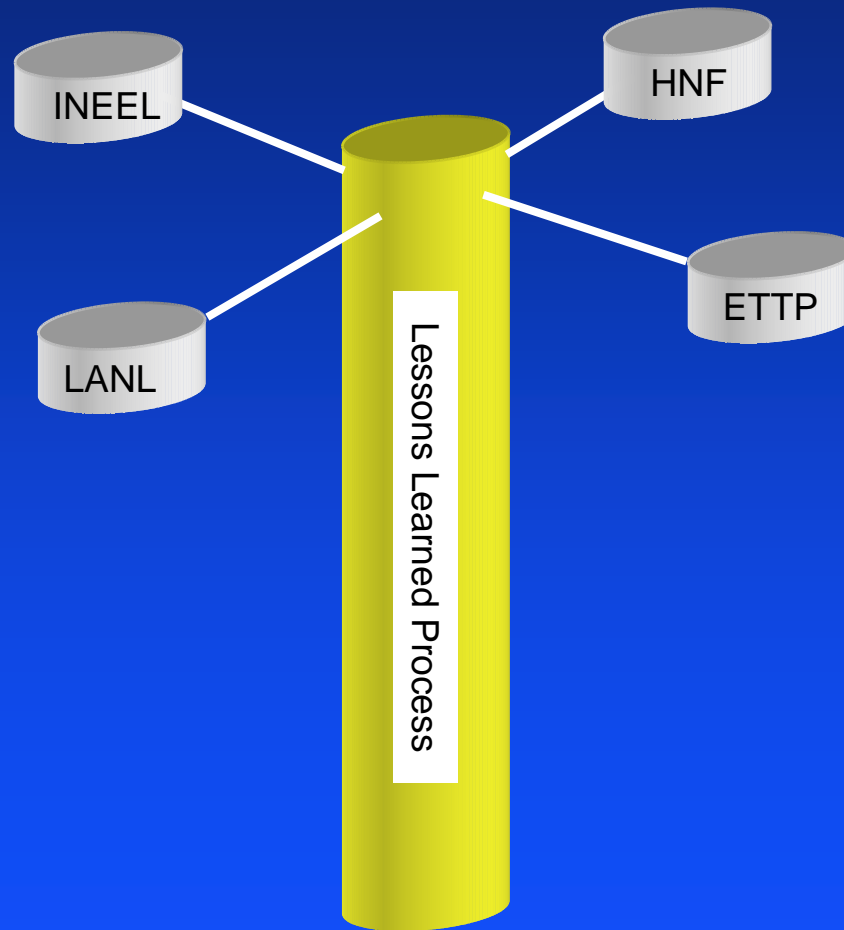
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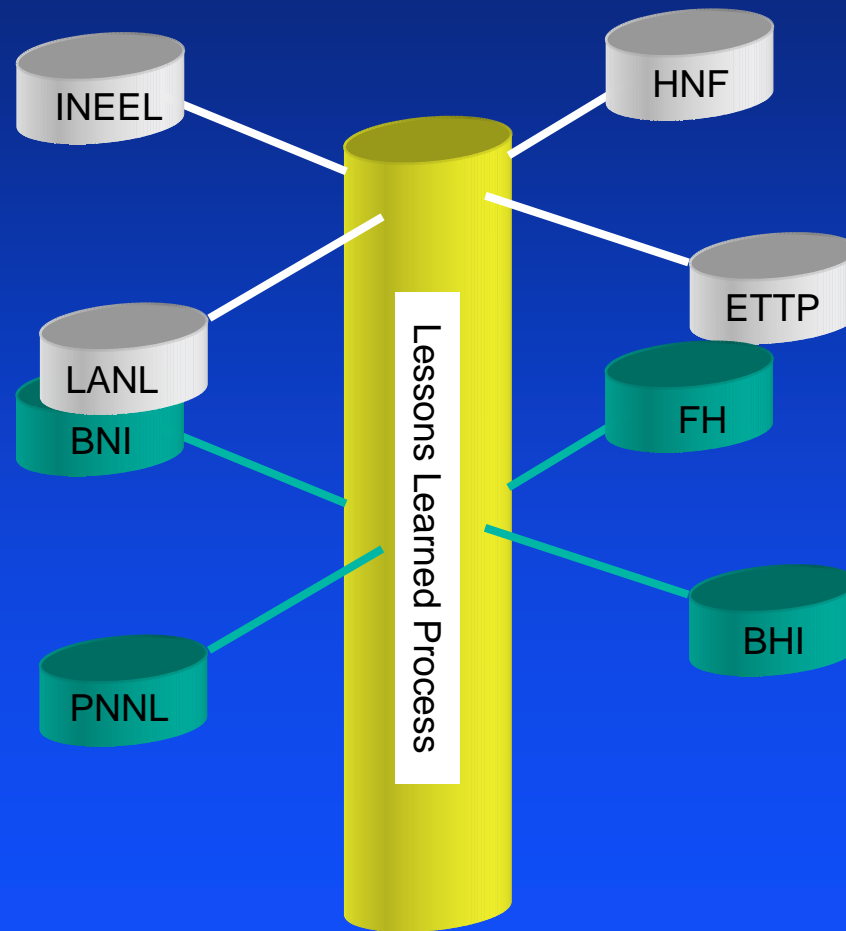
# Sharing Across DOE



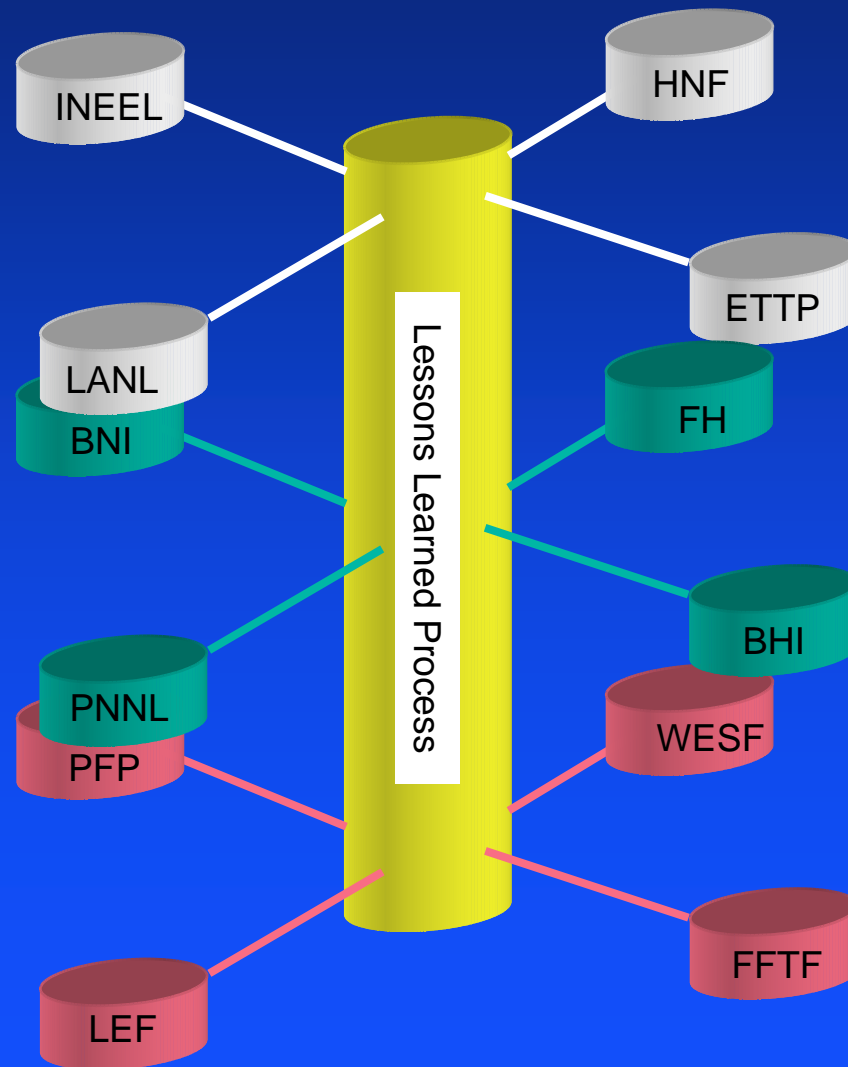
# Sharing Across DOE



# Sharing Across Hanford

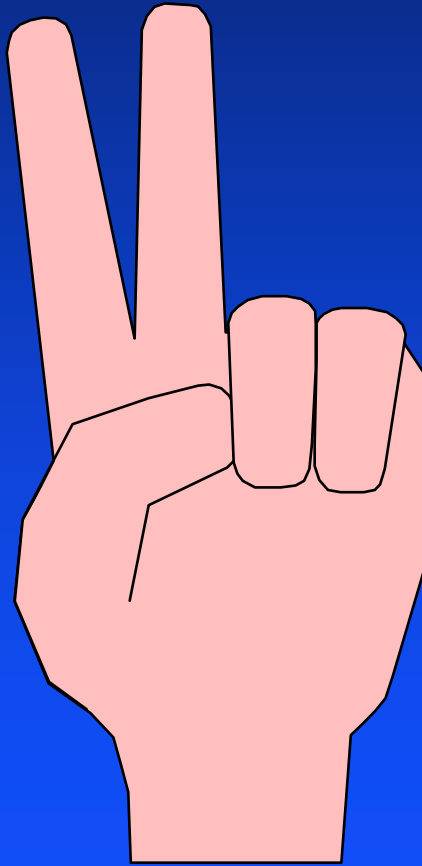


# Sharing Across PHMC





# Two-Prong Delivery



- Push (delivery)
  - ◆ Tailored distribution
  - ◆ Rapid notification
- Pull (repository)
  - ◆ Easy access
  - ◆ Web enabled

**ENTER**

## DOE Lessons Learned Flow

Observe potential  
lesson or good practice

**FIELD**

**SHARED**

**HQ**

## DOE Lessons Learned Flow

**ENTER**

Observe potential  
lesson or good practice

Horizontal  
sharing

**FIELD**

**SHARED**

**HQ**

**ENTER**

## DOE Lessons Learned Flow

Observe potential  
lesson or good practice

Input to local Lessons Learned  
system— Usually a Lesson Learned  
Coordinator or a computer system

Horizontal  
sharing

FIELD

SHARED

HQ

**ENTER**

## DOE Lessons Learned Flow

Observe potential  
lesson or good practice

Input to local Lessons Learned  
system— Usually a Lesson Learned  
Coordinator or a computer system

Analyze/Verify for  
local applicability

Horizontal  
sharing

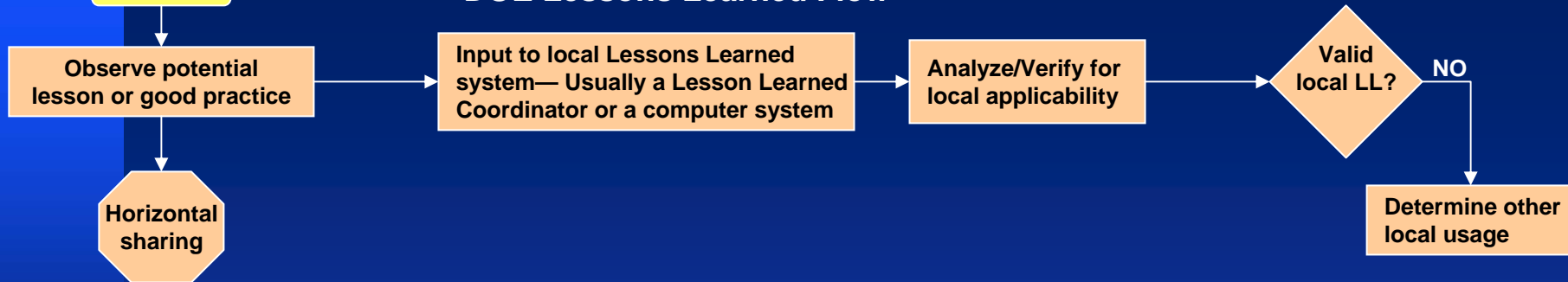
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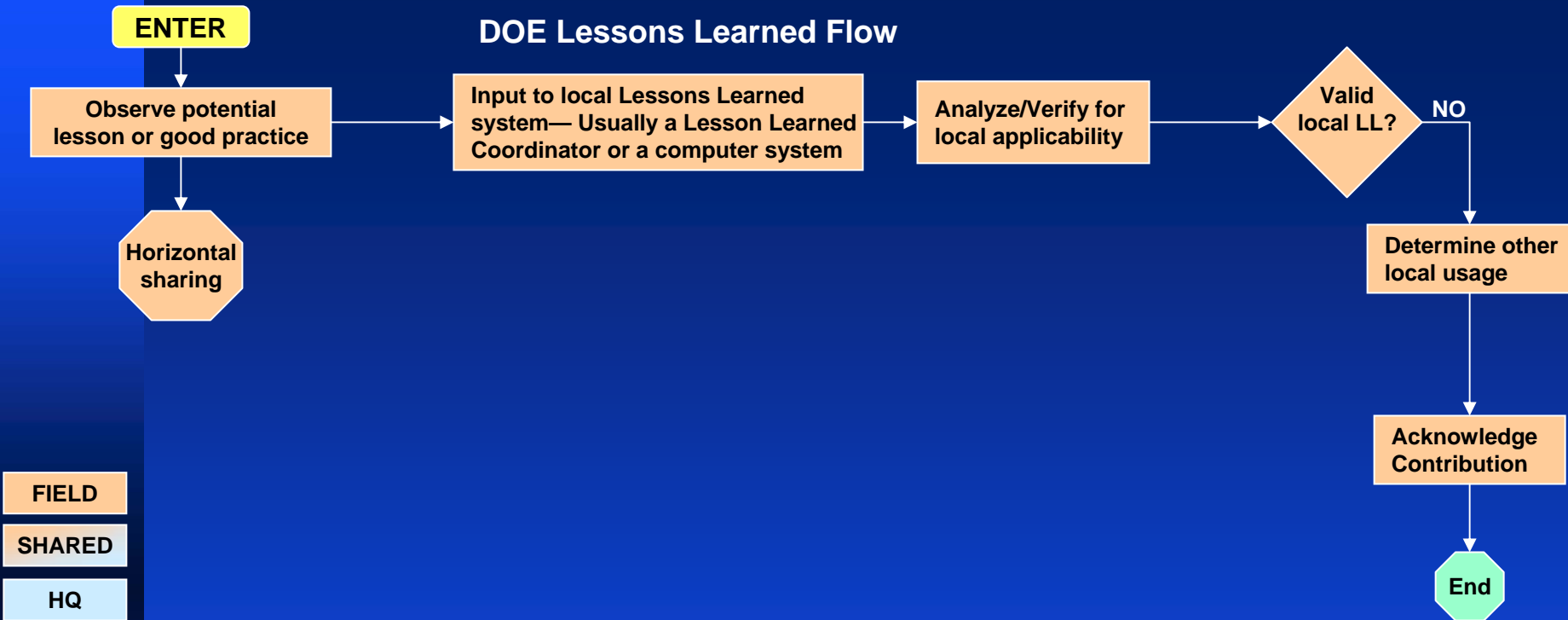


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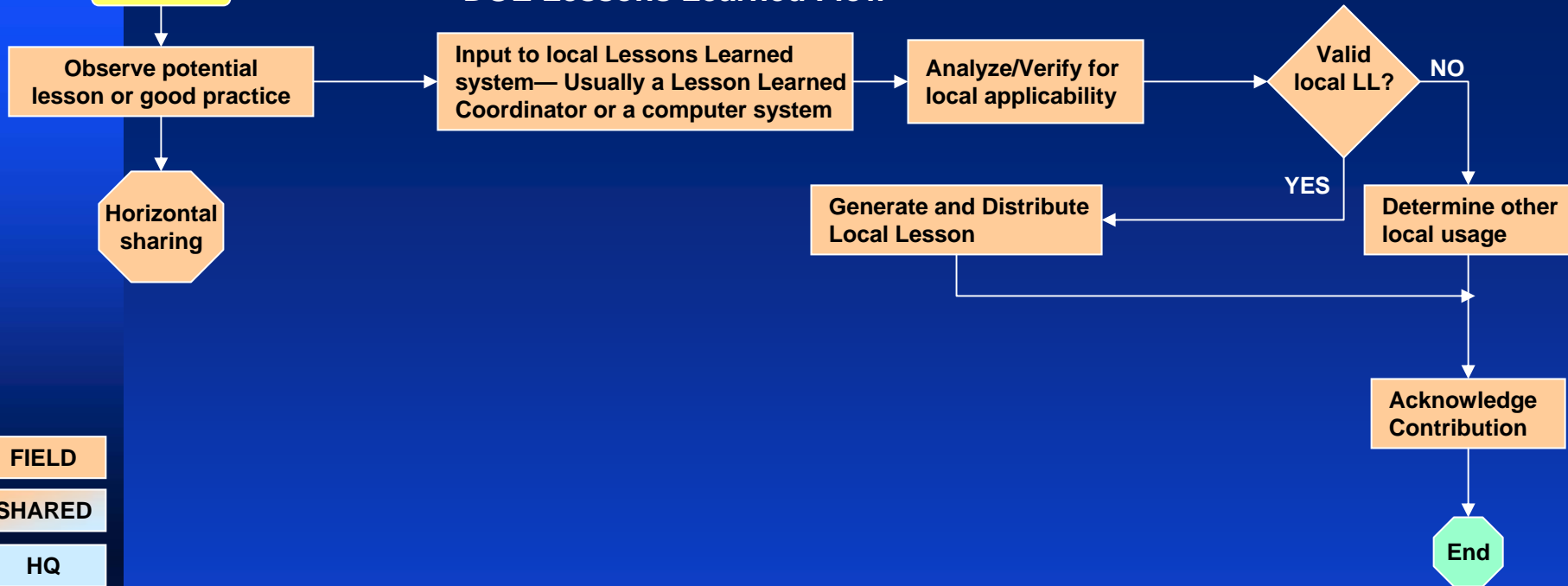
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## DOE Lessons Learned Flow



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## DOE Lessons Learned Flow



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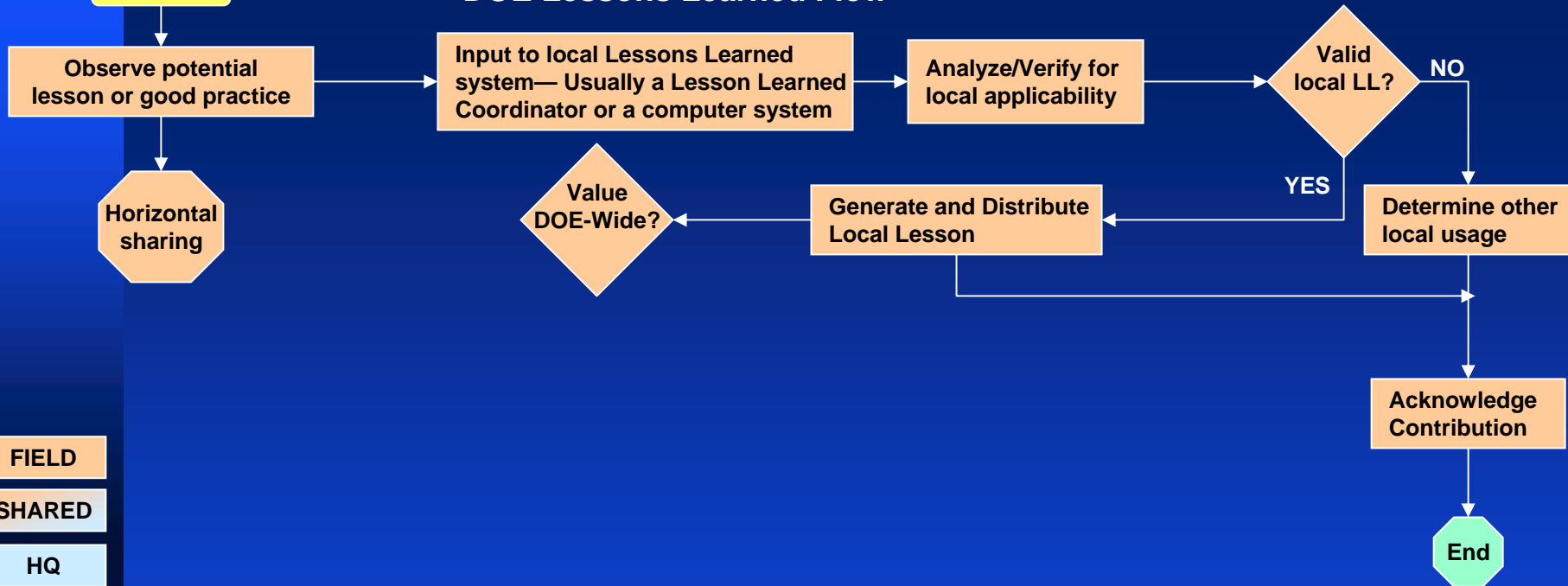
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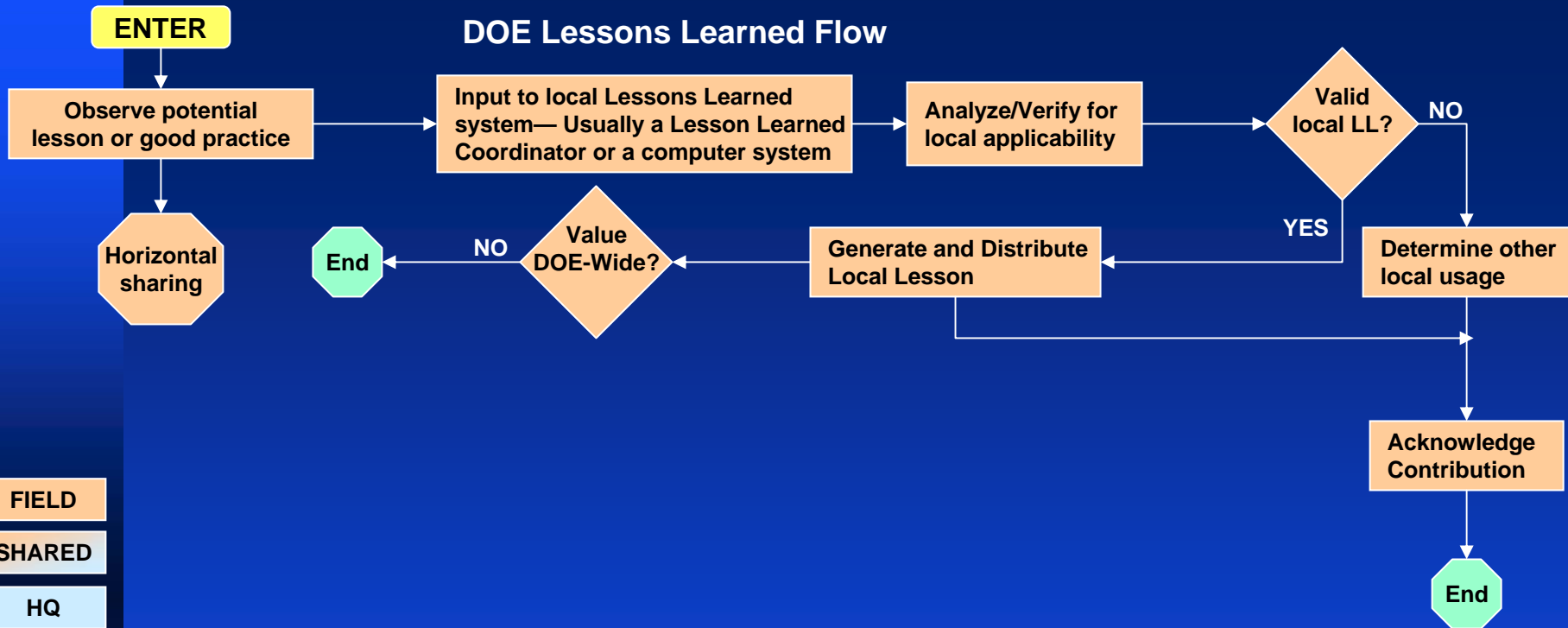


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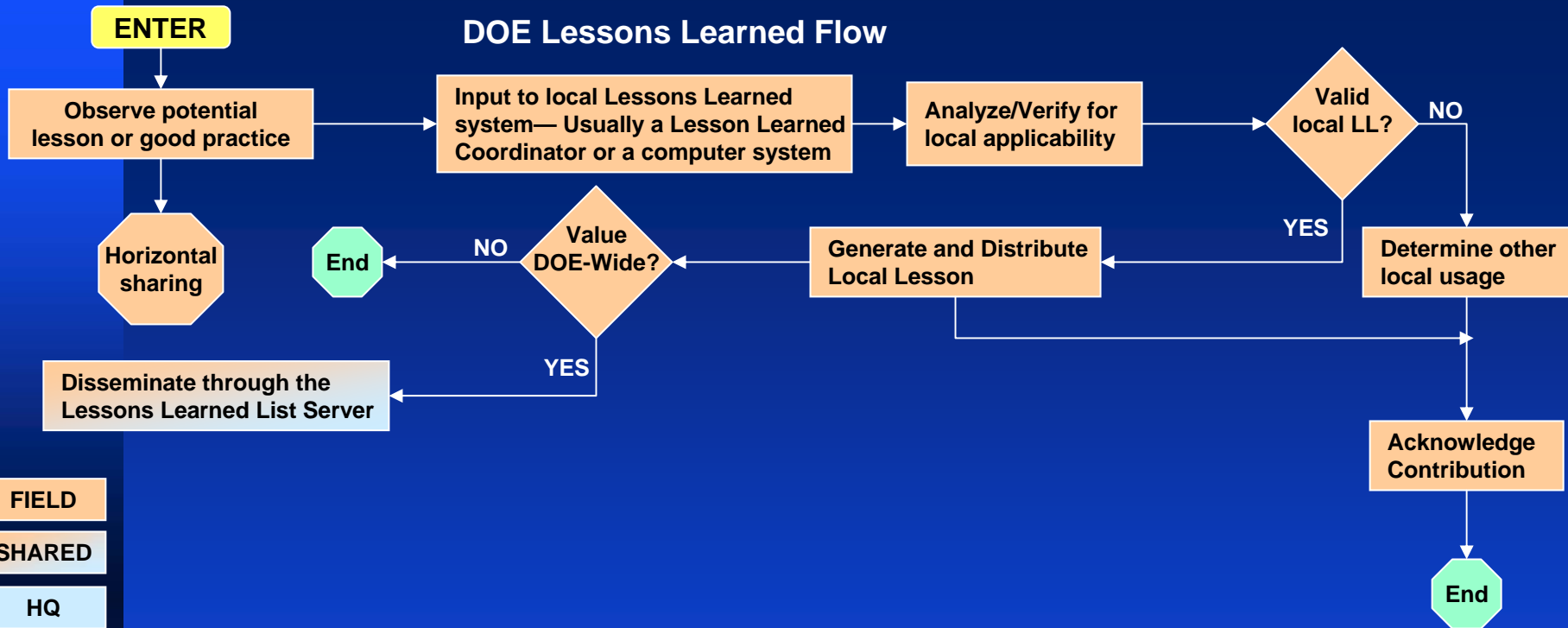
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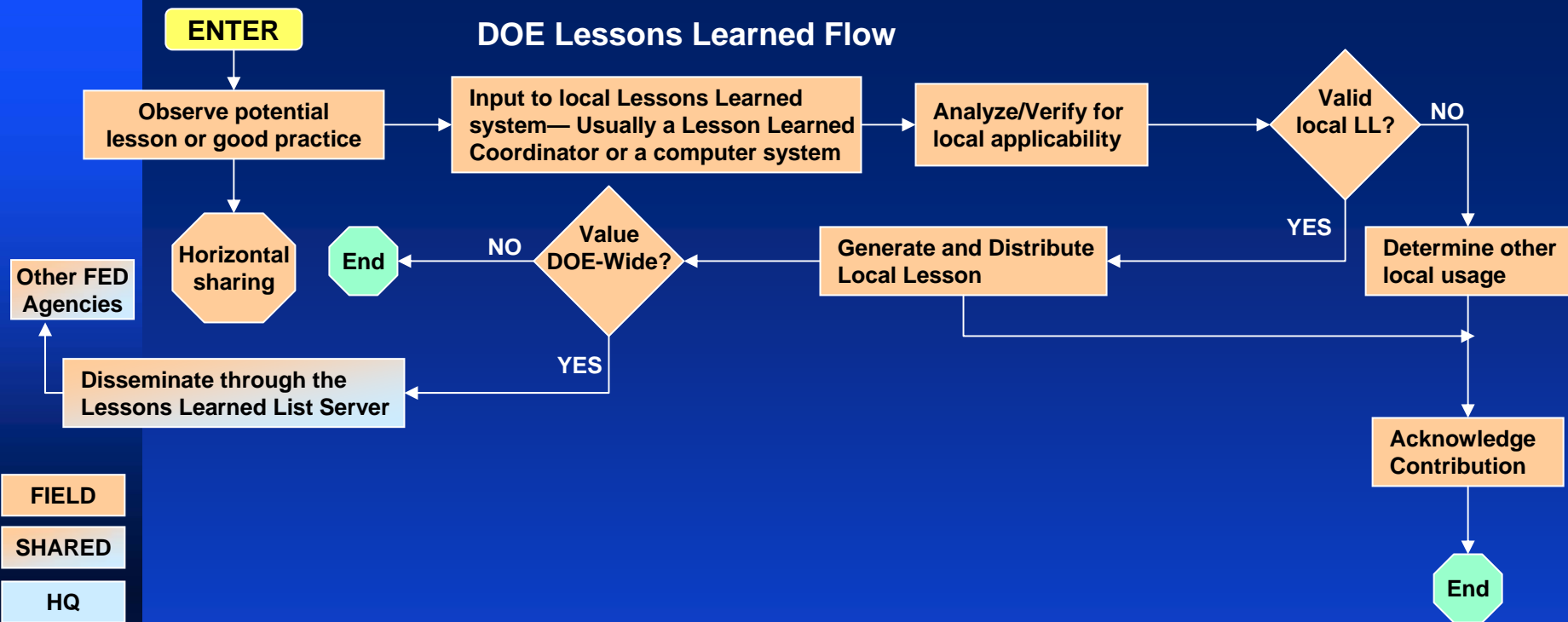
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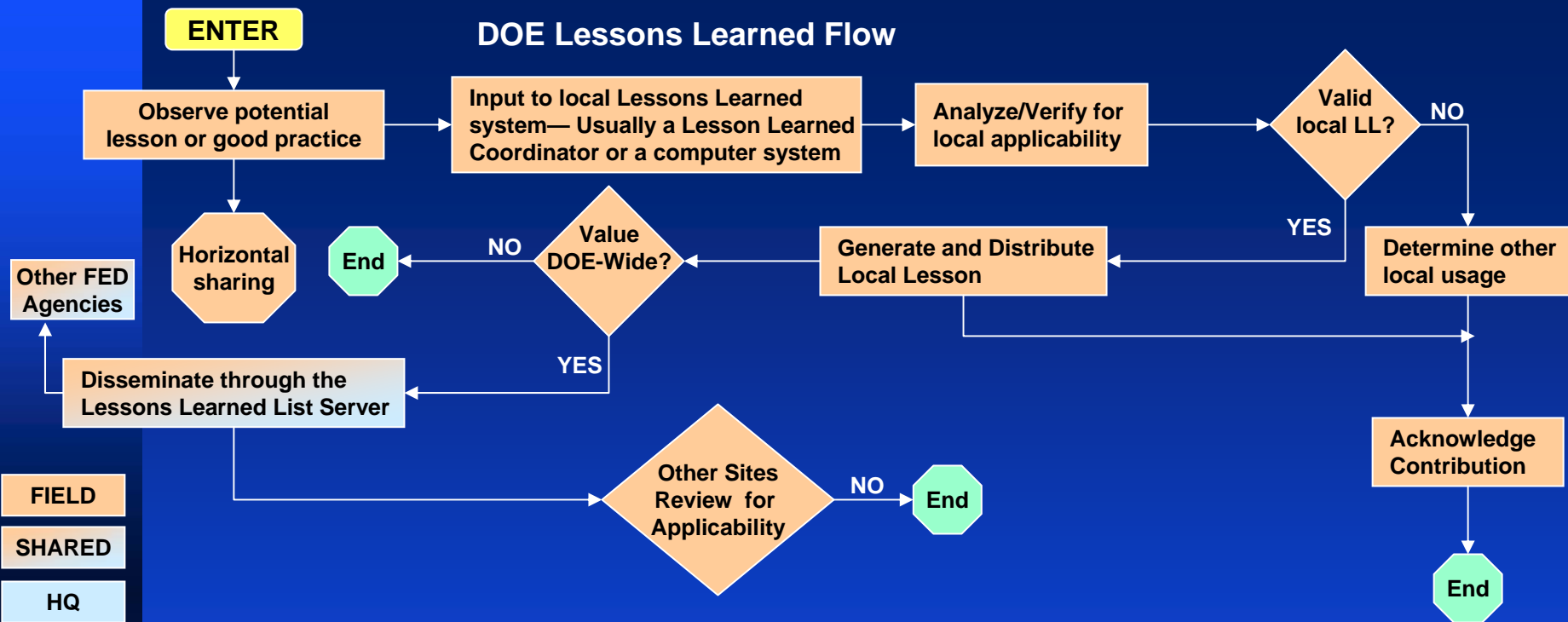
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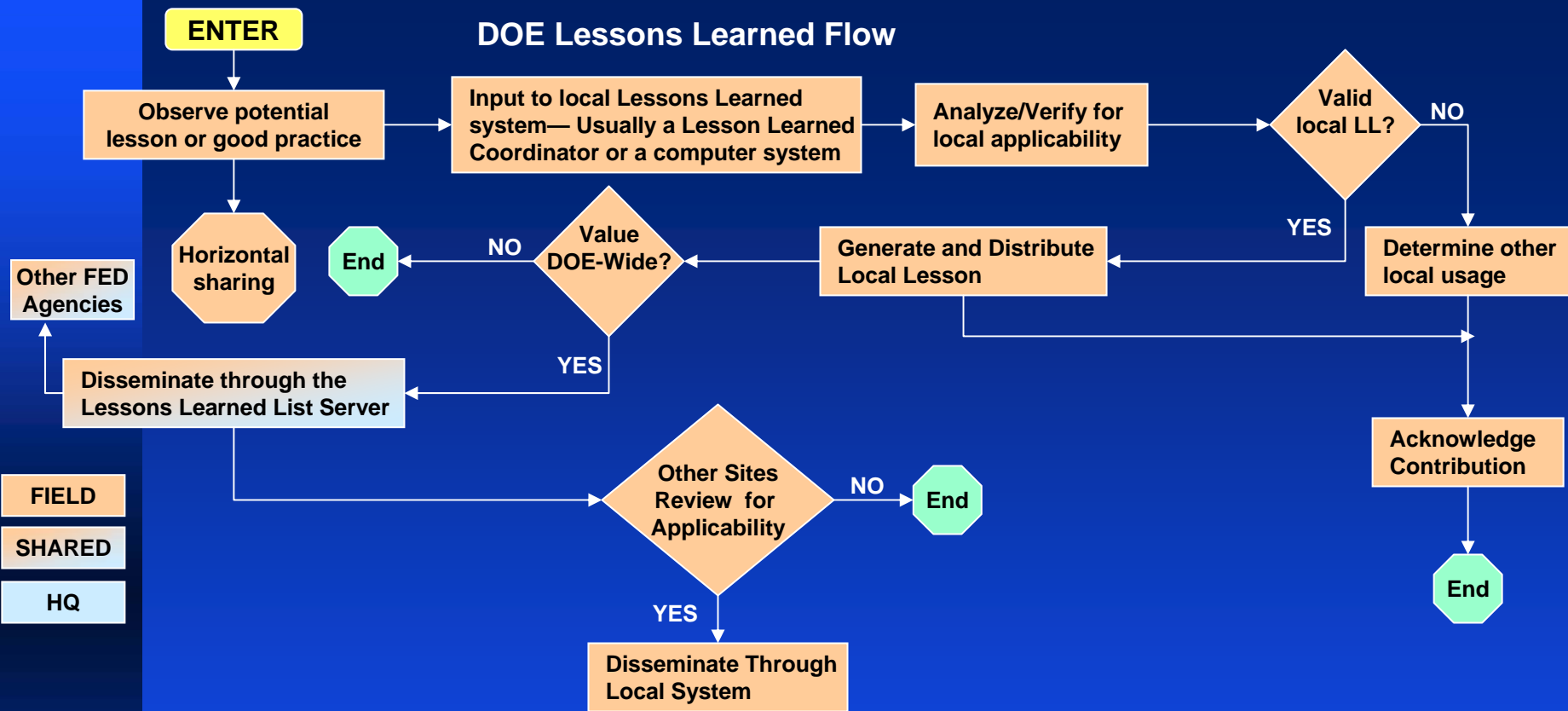
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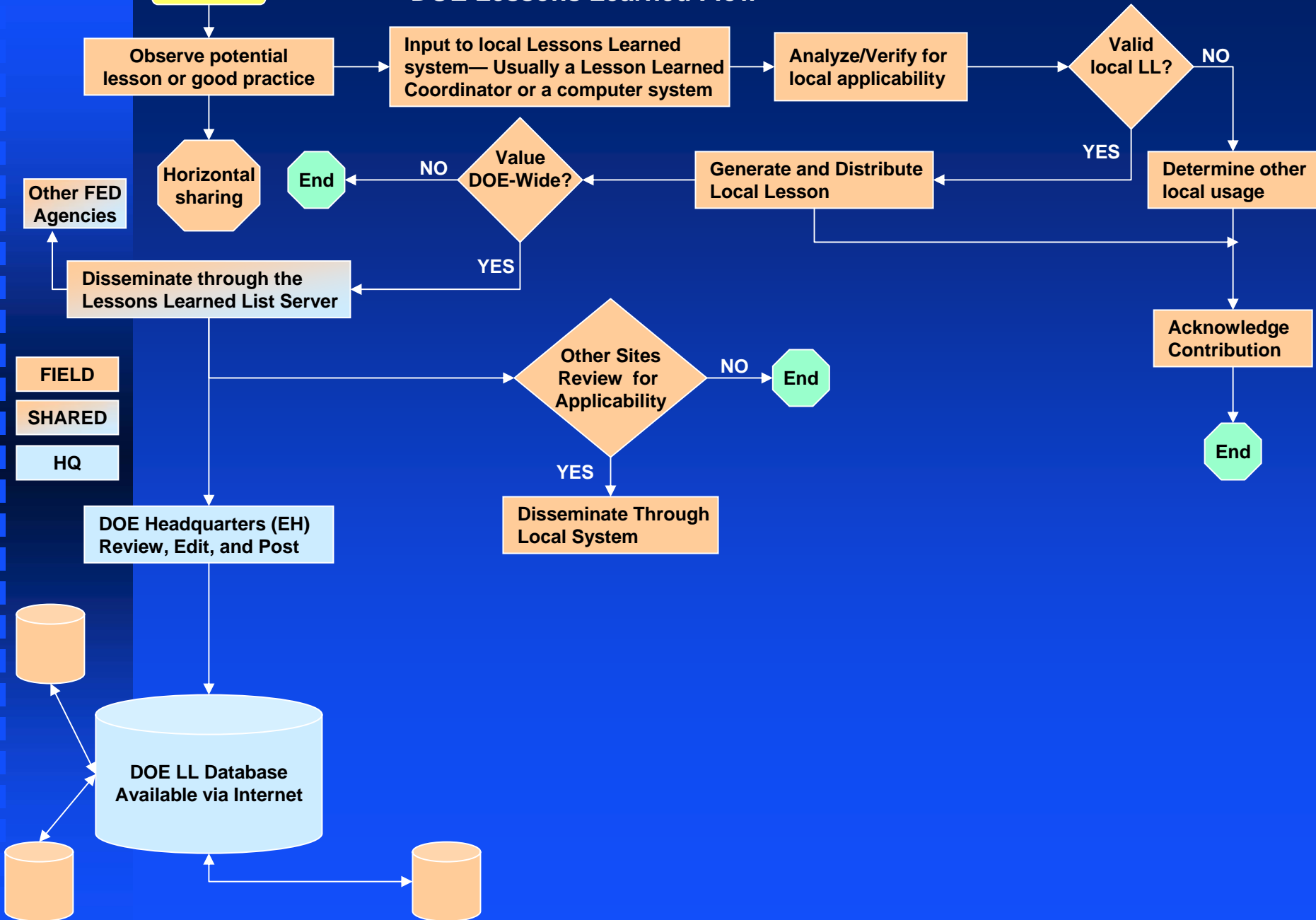
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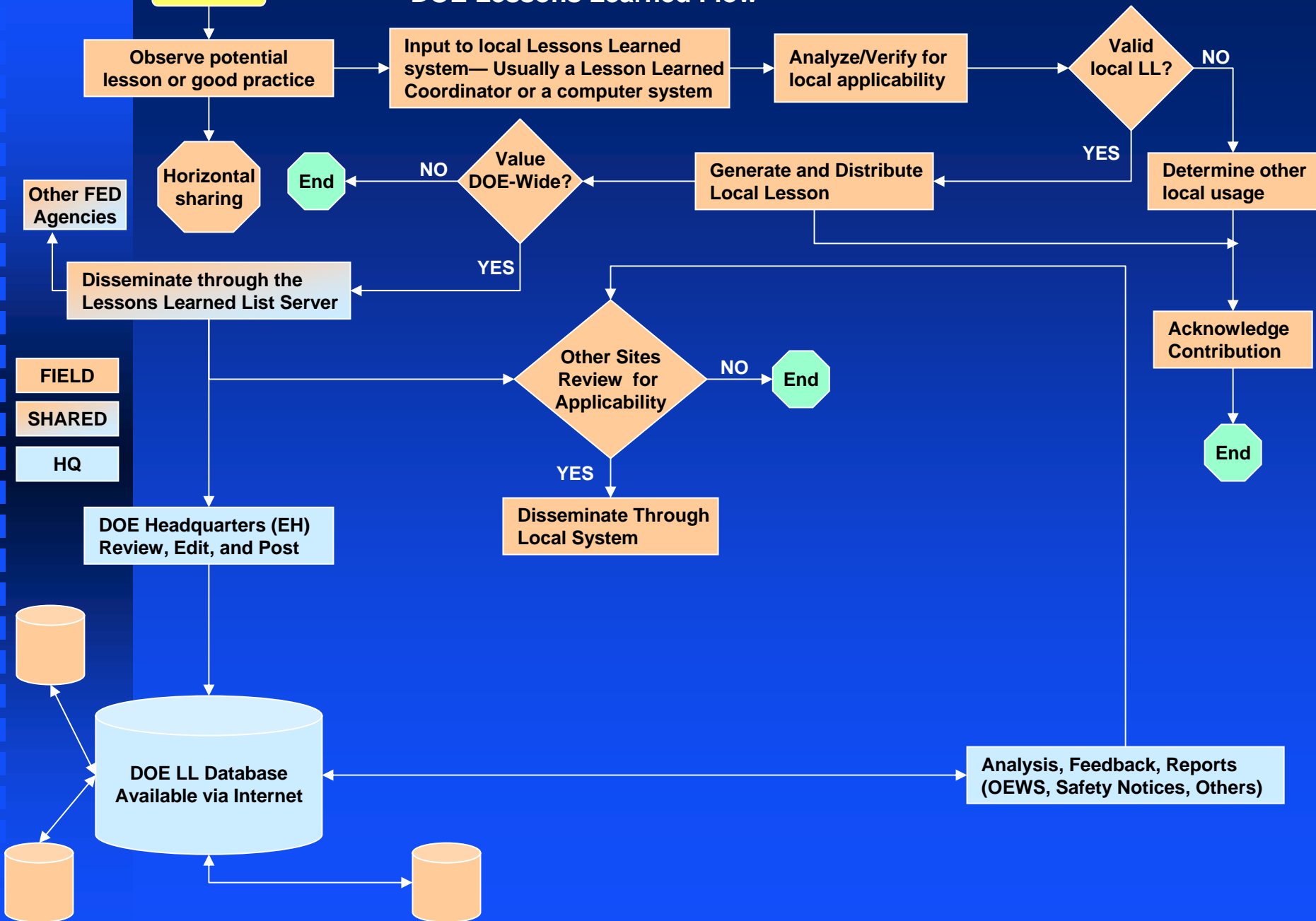
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## DOE Lessons Learned Flow



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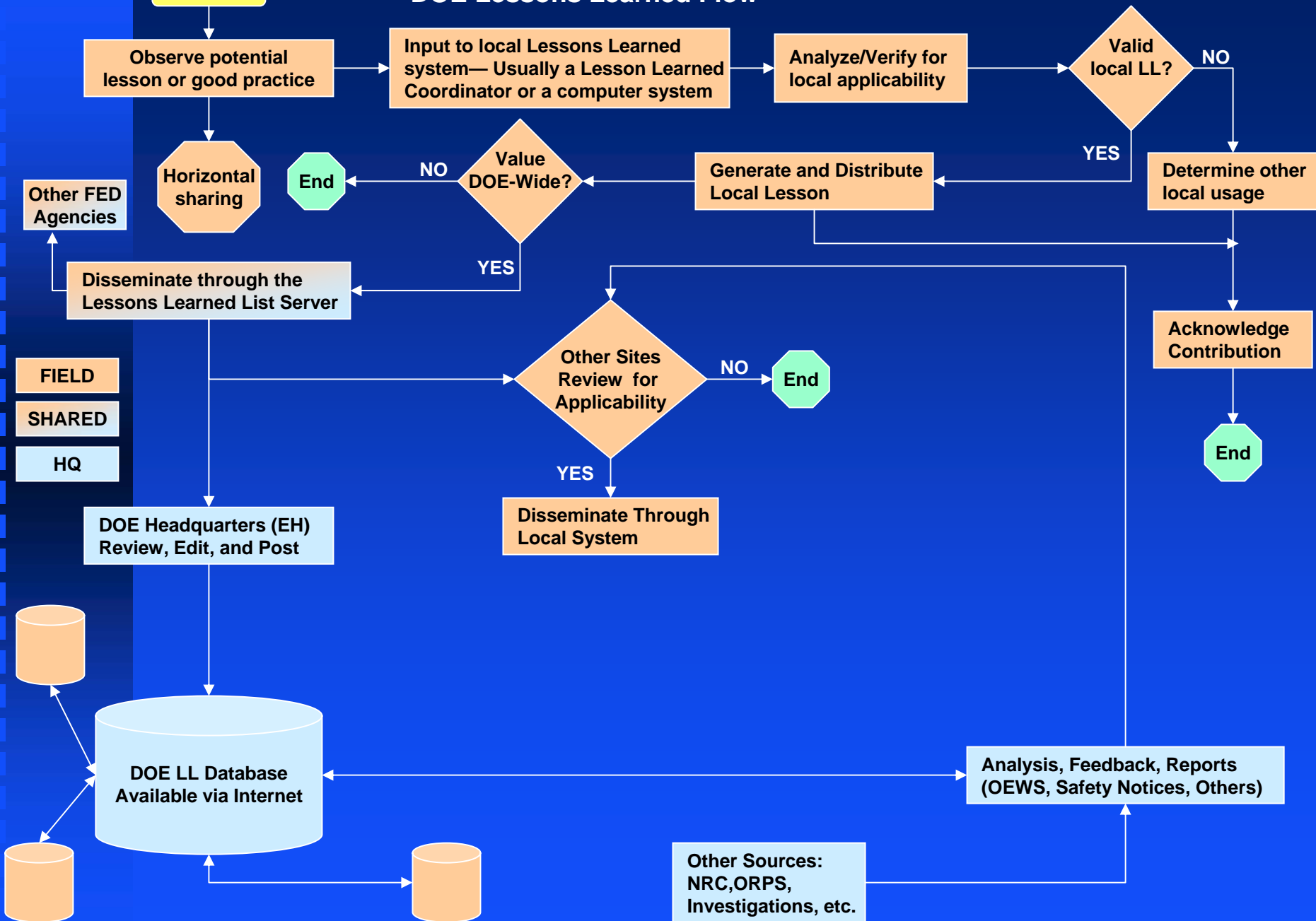
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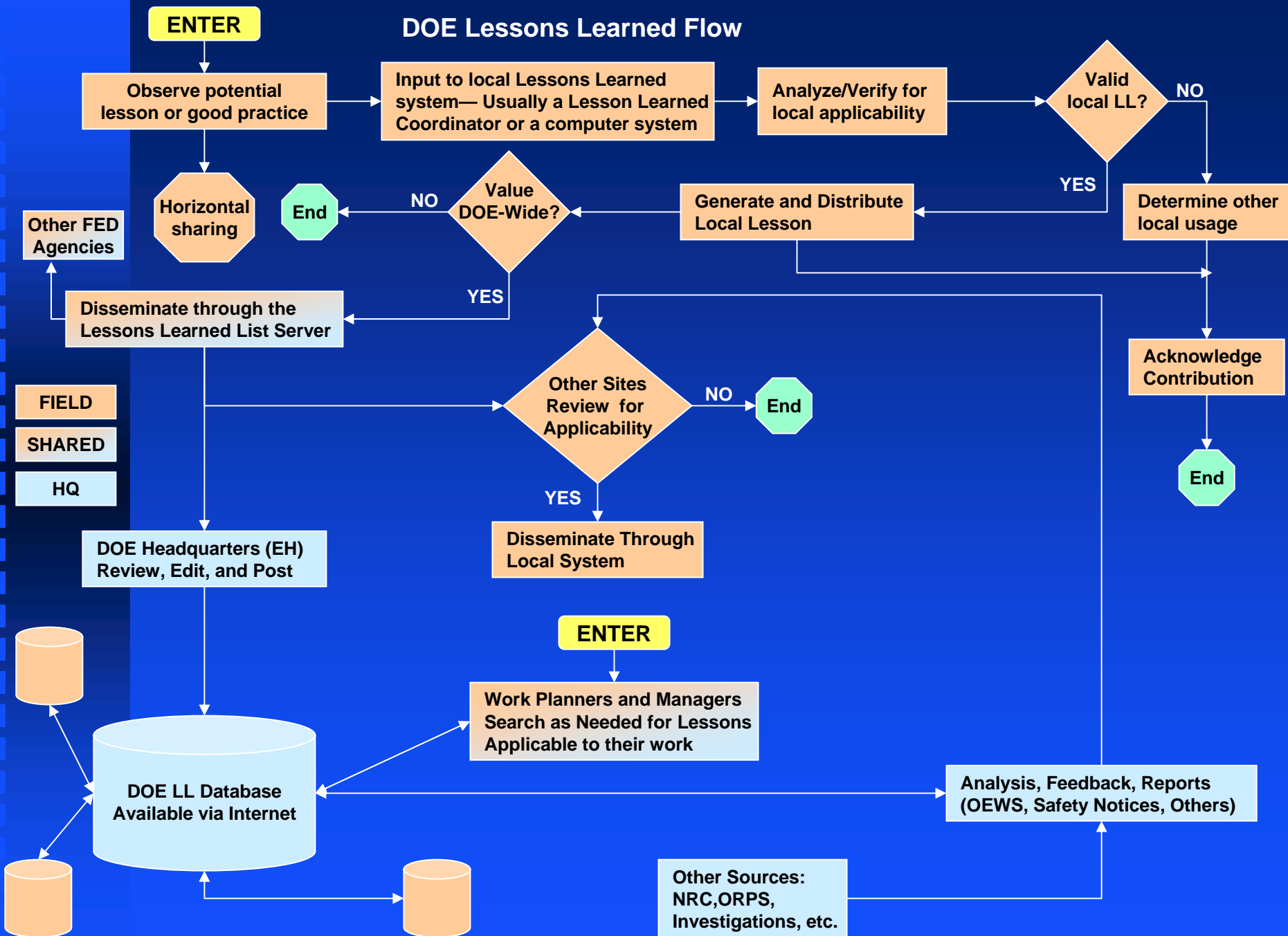


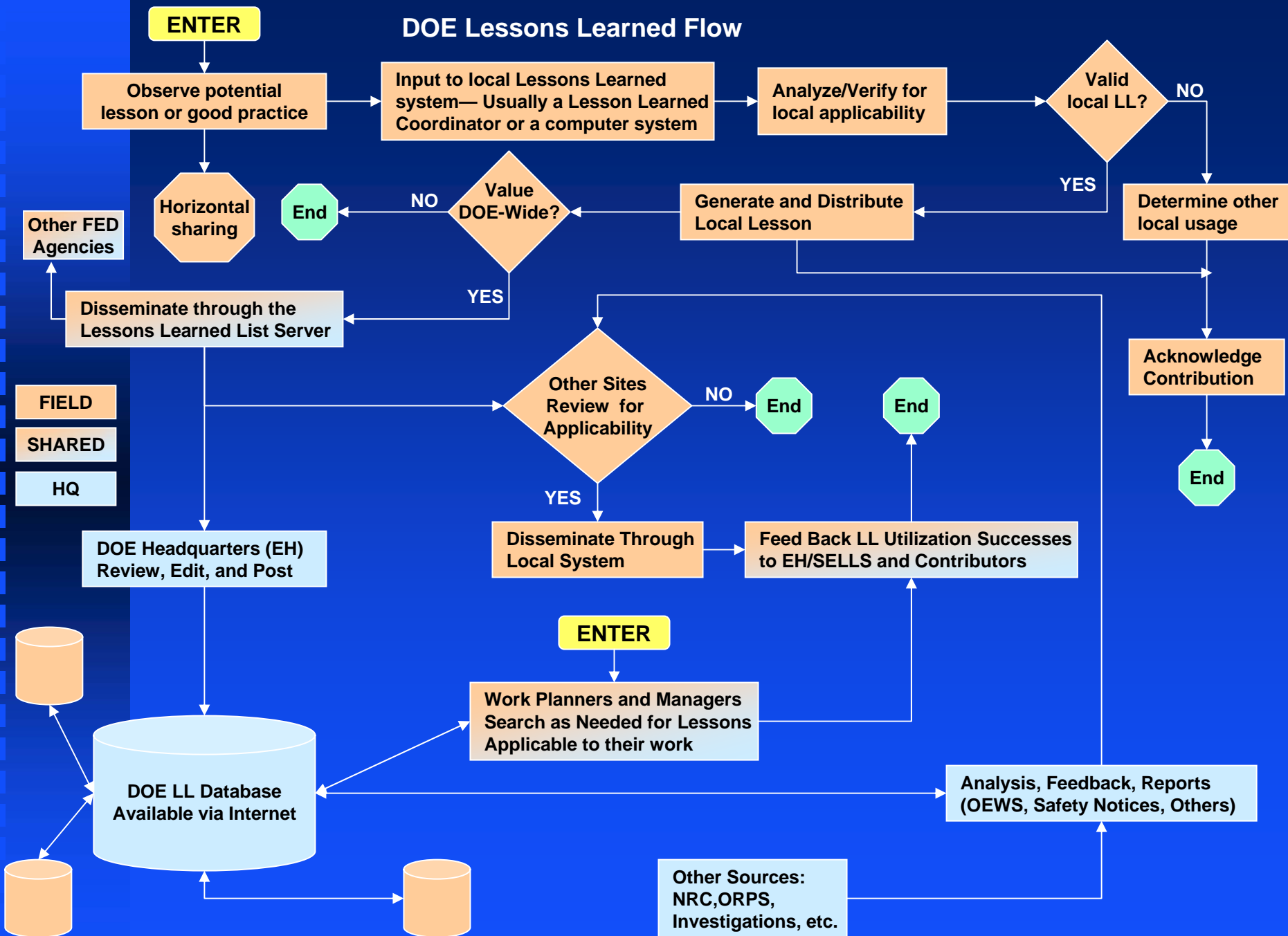


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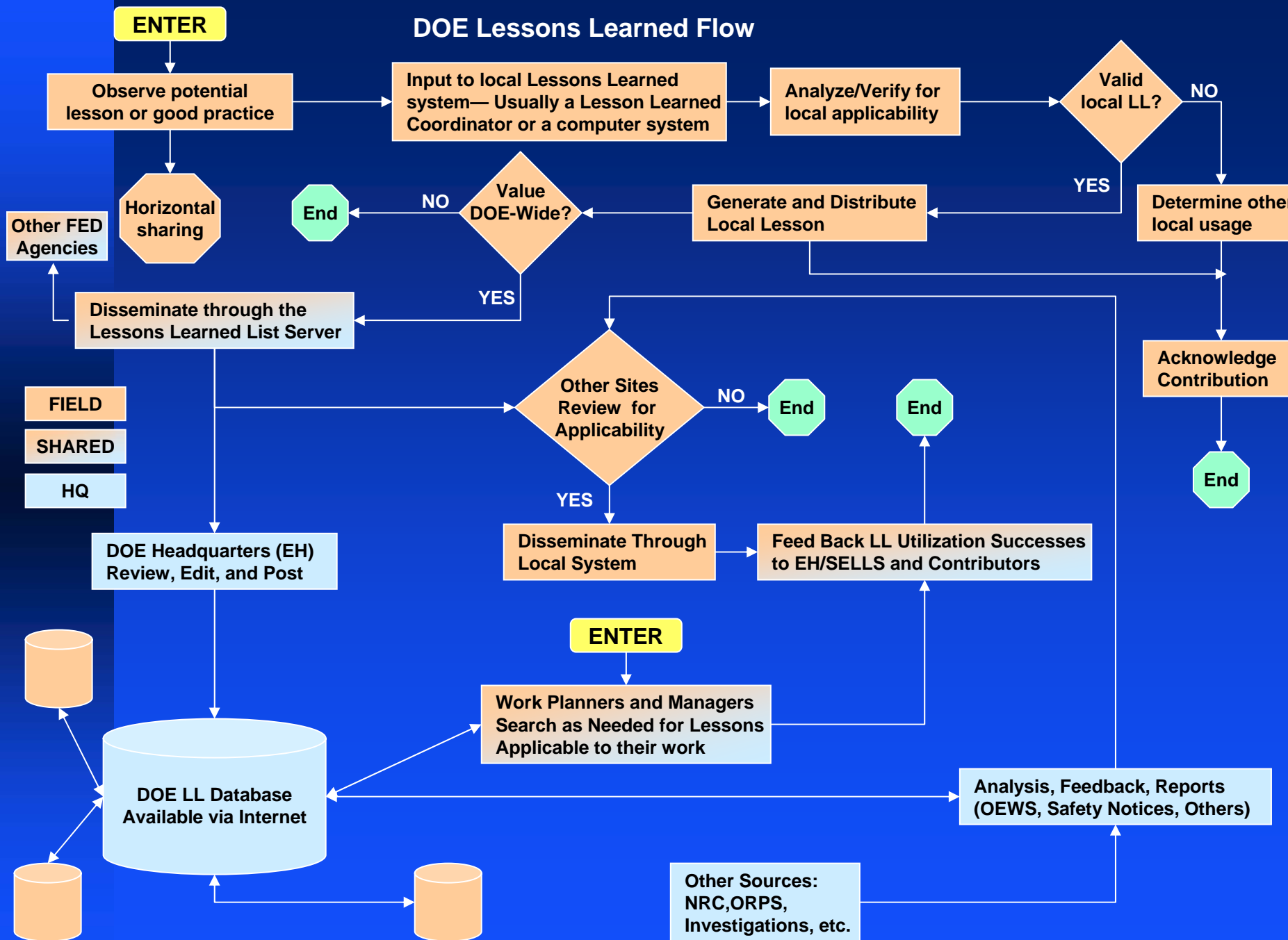
## DOE Lessons Learned Flow







# DOE Lessons Learned Flow



# SELLS

- Chartered by FM-1
- Formed from Process Improvement Team
- Goal is to institutionalize sharing and using LLs
- Members: LLCs, HQ rep, others in DOE, some non-DOE businesses

# Tools for Sharing Knowledge

- Lessons learned “Push” system
- SELLS listserver
- Lessons learned Web sites
- Weekly conference calls
- Semiannual meetings

# Lessons Learned “On-line”

## ■ Listservers

- ◆ SELLS (Admin)

- ◆ Subscribe at:

<http://hqInc.doe.gov/list/SellsListServer.nsf/>

## ■ Home page

- ◆ <http://www.eh.doe.gov/II/>

## ■ Database

- ◆ Register at:

<http://www.eh.doe.gov/DOEI/reqProfile1.asp>

# Future Enhancements

- LL Order
- IEEE standard
- Commercial business contacts
- OSHA & ASSE Liaisons



# Business Contacts

- J.M. Huber
- Colonial Pipeline
- Motorola
- General Motors
- Colgate-Palmolive
- Booz Allen & Hamilton
- Chevron
- BNFL, Inc
- CA Franchise Tax Board
- NASA
- GAO
- U.S. State Department
- Sprint Local Telecomm
- National Park Service
- QSS Group, Inc
- EG&G Defense Materials
- Chemical Demilitarization Project

# Conclusion

- Lessons learned can help everyone work safer, more efficiently, and more economically.